



State of Delaware
PUBLIC OUTDOOR TENNIS PROGRAM
AT
BELLEVUE STATE PARK

Request for Proposal
Contract No. NAT16002_PUBLIC TENNIS

February 19, 2016

- Deadline to Respond -
Thursday, March 17, 2016
1:00 PM (Local Time)

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

CONTRACT NO. NAT16002_PUBLIC TENNIS

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK. The proposal consists of the following:

- I. Introduction
- II. Scope of Work
- III. Format For Proposal
- IV. Proposal Evaluation Procedures
- V. Mandatory Pre-Bid Meeting
- VI. Definitions and General Provisions
- VII. Proposal Reply Section
 - a. Attachment 1 – No Proposal Reply Form
 - b. Attachment 2 – Non-Collusion Statement
 - c. Attachment 3 – Exceptions
 - d. Attachment 4 – Company Profile and Capabilities
 - e. Attachment 5 – Confidentiality and Proprietary Information
 - f. Attachment 6 – Business References
 - g. Attachment 7 – Subcontractor Information Form
 - h. Attachment 8 – Monthly Usage Report
 - i. Attachment 9 – Subcontracting (2nd tier spend) Report
 - j. Attachment 10 – Office of Supplier Diversity Certification Application
 - k. Attachment 11 – Bond Form
 - l. Attachment 12 – Proposal Reply Requirements and Checklist
 - m. Appendix A – Scope of Work details
 - n. Appendix B – Pricing Form(s) and Instructions (if applicable)

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope **clearly displaying the contract number and vendor name** by **MARCH 17, 2016 at 1:00 PM** (Local Time) to be considered.

Proposals must be mailed to:

State of Delaware/DNREC
Division of Parks and Recreation/OBS Contract NAT16002_Public Tennis
Office of Business Services/Attn: Susan Risbon
89 Kings Highway
Dover, DE 19901

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal (RFP). Should you need additional information, please call Susan Risbon at (302) 739-9225 or email susan.risbon@state.de.us .

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

I. INTRODUCTION

A. PURPOSE

The State of Delaware provides certain facilities for the use and benefit of the public in areas under the administration of the Department of Natural Resources and Environmental Control, Division of Parks and Recreation (the “**Division**”) and is seeking a qualified and competent Vendor to provide a public outdoor tennis program for the general public at Bellevue State Park commencing on April 15, 2016 (the “**Vendor**”).

The purpose of this Request for Proposal is to obtain sealed proposals from vendor(s) capable of satisfying the Division requirements for operating the outdoor tennis program at Bellevue State Park as stated herein.

It is the goal of this Request for Proposal to identify vendor(s) who (i) meet park requirements and the business and legal criteria set forth herein; (ii) are capable of executing a contract within the timeline provided; and (iii) can operate and manage the tennis program as stated in vendor(s) submitted proposal.

1. COMPETITIVE SEALED PROPOSAL

It has been determined by the Division of Parks and Recreation, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not practical and/or not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Use a contract other than a fixed-price type; or
- Conduct oral or written discussions with vendors concerning technical and price aspects of their proposals; or
- Afford vendors an opportunity to revise their proposals through best and final offers; or
- Compare the different price, quality and contractual factors of the proposals submitted; or
- Award a contract in which price is not the determining factor.

2. CONTRACT REQUIREMENTS

A Contract will be awarded by the Division to cover the operations of the outdoor tennis program at Bellevue State Park.

3. AGENCY USE CONTRACT

Pursuant to 29 Del. C. [§6904](#)(e) respectively, if no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

4. POTENTIAL CONTRACT OVERLAP

Vendors shall be advised that the State, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the State. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards. The State reserves the right to reject any or all bids in whole or in part, to make partial awards, to award to multiple vendor(s) during the same period, to award by types, on a zone-by-zone basis or on an item-by-item or lump sum basis item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

5. CONTRACT PERIOD

A Contract with the Division shall be valid from **April 15, 2016 to December 31, 2018**. The Contract **may be renewed for two (2) one (1) year periods** through negotiation between the Vendor and the Division of Parks and Recreation. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this Contract on a month-to-month basis for a period of up to three (3) months after the term of the full Contract has been completed. In the event of an extended re-procurement effort and the Contract's available renewal options have been exhausted, Division of Parks and Recreation reserves the right to extend the Contract. If exercised, the extension shall be for a reasonable period of time as mutually agreed to by the Division and Vendor at the same terms, conditions, provisions, and pricing in order to complete the procurement process and to transition to the new Contract.

B. KEY RFP DATES/MILESTONES

The following dates and milestones apply to this RFP and subsequent contract award. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the bid proposal and award process.

Activity	Due Date
RFP Availability to Vendors	Friday, February 19, 2016
Written Questions Due No Later Than (NLT)	Tuesday, March 1, 2016
Written Answers Due/Posted to Website NLT	Monday, March 7, 2016
Proposals Due NLT	Thursday, March 17, 2016
Public Proposal Opening	Thursday, March 17, 2016
Contract Award	Will occur within 90 days of bid opening

C. INQUIRIES & QUESTIONS

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Proposal.

All questions with regard to the interpretation of this solicitation for a Public Outdoor Tennis Program, drawings, or specifications, or any other aspect of this RFP must be received in writing by **March 1, 2016**. All questions will be answered in writing by **March 7, 2016** and posted on <http://bids.delaware.gov/>

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

website. All questions must make specific reference to the section(s) and page numbers from this RFP where applicable. Oral explanations or instructions will not be binding.

D. RFP DESIGNATED CONTACT

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

**Delaware Department/DNREC
Division of Parks and Recreation
89 Kings Highway
Dover, DE 19901
Attn: Susan Risbon
Email: susan.risbon@state.de.us**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

E. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

II. SCOPE OF WORK

A. OVERVIEW

The Awarded Vendor shall provide all equipment, materials and labor to supplement the State of Delaware's need for the Public Outdoor Tennis Program as described herein.

B. BACKGROUND

The Division is seeking proposals for the Public Outdoor Tennis Program at Bellevue State Park and in doing so will select the most qualified and competent Vendor to manage and operate the program. The Public Outdoor Tennis Program shall include recreational tennis, summer tennis programming, clinics and instructional tennis, tournaments, special activities and events and other tennis activities at the discretion of the Vendor and approved in writing by the Division. The Vendor shall also be permitted to offer stringing services, provide tennis equipment and accessories such as clothing, rackets (sale and rental), tennis balls, and packaged snacks such as potato chips, crackers, ice cream, water, soda(s), sports drinks and other related items inside the Pro Shop (tennis center). Additional items may be offered for sale upon advanced written approval by the Division for which e-mail is an acceptable means for written request and approval of items to be offered for sale.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

C. STATEMENT OF NEEDS

Bellevue State Park offers the public a tennis facility which features eight clay courts, a tennis center and a number of tennis programs, both instructional and social, as well as tennis lessons and racquet-stringing. Vendor shall furnish all labor, personnel, equipment and supplies necessary to operate a Public Outdoor Tennis Program at Bellevue State Park per the terms and conditions as described herein. The Division of Parks and Recreation is interested in procuring recreational tennis products and services for Bellevue State Park with an emphasis on excellent customer service and operations/management, providing quality products in accordance with the specifications listed herein and increasing visitor satisfaction through the use of the tennis center.

D. DETAILED REQUIREMENTS

Any technical requirements (Scope of Work) of this RFP are stated in **Appendix A. Vendor must provide detailed pricing on the Excel Spreadsheet, Appendix B.**

III. FORMAT FOR PROPOSAL

A. INTRODUCTION

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each Vendor must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. PROPOSAL RESPONSE

The Request for Proposal may contain pre-printed forms for use by the Vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures **MUST** be initialed by Vendor's representative completing the bid submission.

The Vendor's proposal must respond to each and every requirement outlined in the RFP criteria in order to be considered responsive. Proposals must be clear and concise.

C. NON-CONFORMING PROPOSALS

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

D. CONCISE PROPOSALS

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

E. COVER LETTER

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must be dated and briefly summarize the Vendor's ability to provide the services specified in the RFP. The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the Division of Parks and Recreation.

F. TABLE OF CONTENTS

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

G. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each proposal must contain a detailed description of how the Vendor will provide the goods and services outlined in this RFP. This part of the proposal may also include any state-of-the-art equipment, benefits to Park visitors, descriptions of any enhancements that will benefit the Parks or additional value-added services or qualifications the Vendor will provide that are not mentioned in this RFP.

H. SAMPLES OR BROCHURES

Business brochures, product offerings, signage or other Vendor-specific documents may be required by the Agency for evaluation purposes. Samples or brochures shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

I. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each Vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

J. PROPOSAL BOND REQUIREMENT

Each Vendor shall furnish a bond to the State of Delaware for the benefit of the Department of Natural Resources and Environmental Control. No offer will be considered unless the vendor(s) submits a bond drawn upon an insurance or bonding company authorized to do business in the State of Delaware. In lieu of a proposal bond, a certified check may be drawn from a reputable banking institution authorized to do business in the State of Delaware. The certified check must be payable to the Division of Parks and Recreation, in the sum of \$2,500.00. This certified check is required as a cash deposit to guarantee the vendor's performance of the terms of said Contract and is to be submitted along with the offer and application forms. The Division reserves the right to retain all or a portion of the deposit if the vendor fails to execute the Awarded Contract. Upon award of the Contract, the \$2,500.00 deposit of the successful vendor will be retained by the Division of Parks and Recreation and may at the option of the Division if all of the obligations have been met, be credited towards the annual Contract fee payment for the first year of operation. The deposits of all other vendors not selected will be returned immediately after the Contract has been awarded.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

K. PERFORMANCE BOND REQUIREMENT

The awarded Vendor is required to furnish a one-hundred percent (100 %) Performance Bond in accordance with Delaware Code Title 29, Section [6927](#), to the State of Delaware for the benefit of the Division of Parks and Recreation with Surety in the amount of one-hundred (100%) of the specific award. Said bonds shall be conditioned upon the faithful performance of the Contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an insurance or bonding company authorized to do business in the State of Delaware. The bond form (Attachment 11) must be filled out accurately and completely.

L. NUMBER OF COPIES WITH MAILING OF PROPOSAL

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with **four (4) paper copies** and **two (2) electronic copies** on CD, DVD, media disk or flash drive. One of the copies shall be marked “**Master Copy**” and will contain original signatures in all locations requiring a vendor signature. The remaining copies do not require original signatures. **CD, DVD, media disk or flash drive must also contain the completed Appendix B Excel sheets, in Excel format.**

All properly sealed and marked proposals are to be sent to the State of Delaware and received **no later than 1:00 PM (Local Time) on March 17, 2016**. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

State of Delaware/DNREC
Division of Parks and Recreation/OBS Contract NAT16002_Public Tennis
Office of Business Services/Attn: Susan Risbon
89 Kings Highway
Dover, DE 19901

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Any proposal received after the date and time deadline referenced above shall not be considered and shall be returned unopened. The proposing Vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of Vendor proposals, each Vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

M. PROPOSAL EXPIRATION DATE

Prices and a percentage of gross receipts quoted in the proposal shall remain fixed and binding on the bidder at least through the initial Contract term.

N. WITHDRAWAL OF PROPOSALS

A Vendor may withdraw its proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

O. PROPOSAL MODIFICATIONS

Any changes, amendments or modifications to a submitted proposal requires that the original proposal be withdrawn, **prior** to the time set for the submission of the proposal, and a new proposal submitted **prior** to the deadline for submission of proposals.

Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

P. LATE PROPOSALS

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, Vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

Q. ADDENDA TO THE REQUEST FOR PROPOSAL (RFP)

If it becomes necessary to revise any part of this RFP, revisions will be posted at <http://bids.delaware.gov/>. By submitting an offer to the State, vendors have acknowledged receipt, understanding and commitment to comply with all materials, revisions, and addenda related to the Request for Proposal.

R. INCURRED EXPENSES

The State will not be responsible for any expenses incurred by the Vendor in preparing and submitting a proposal.

S. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFP.

T. DISCREPANCIES AND OMISSIONS

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of Vendor. Should Vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, Vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of Vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

U. EXCEPTIONS

Bidders may elect to take **minor exception** to the terms and conditions of this RFP by completing Attachment 3. The Division shall evaluate each exception according to the intent of the terms and conditions contained herein, but the Division must reject exceptions that do not conform to State bid law and/or create inequality in the treatment of bidders. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the bid opening.

Exceptions must be submitted utilizing Attachment 3 to be considered. Exceptions listed elsewhere in the Vendor's proposal will not be considered. The Division of Parks and Recreation maintains sole discretion to reject any Vendor exceptions that are submitted.

V. BUSINESS REFERENCES

Business references are to be provided via Attachment 6.

W. DOCUMENT(S) EXECUTION

All vendor(s) must complete and submit with its proposal the non-collusion statement that is enclosed with this Request for Proposal labeled as Attachment 2. The Awarded Vendor will be presented with the contract form for signature and seal, if appropriate. Both of these documents shall be executed by a representative who has the legal capacity to enter the organization into a formal Contract with the Division of Parks and Recreation.

The State of Delaware requires completion of the [Delaware Substitute Form W-9](#) to make payments to vendor(s) as applicable. Successful completion of this form enables the creation of a State of Delaware Vendor record. The Taxpayer ID (SSN or EIN) and Applicant (Vendor) name are submitted to the Internal Revenue Service for "matching." If the Taxpayer ID and name do not match, the Vendor record cannot be approved.

It is the applicant's responsibility to select the appropriate 1099 Withholding Type and Class. If incorporated, a business is not subject to 1099 reporting unless the business is providing legal or medical services.

Any questions about completing this form or specific comments about a form that you have submitted, please contact Vendor services by phone at 302-672-5000.

X. SUBCONTRACTS

Subcontracting is permitted with prior written approval under this RFP and Contract. However, every subcontractor shall be identified in the Proposal using Attachment 7.

Y. CONFIDENTIALITY

Subject to applicable law or the order of a court of competent jurisdiction to the contrary, all documents submitted as part of the vendor's proposal will be treated as confidential during the evaluation process. As such, Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Team or its designated agents. There shall be no disclosure of any Vendor's information to a competing Vendor prior to award of the Contract unless such disclosure is required by law or by order of a court of competent jurisdiction.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, [29 Del. C. § 10001, et seq. \("FOIA"\)](#). FOIA requires that the State of Delaware's records are public records (unless otherwise declared by FOIA or other law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. Once a proposal is received by the State of Delaware and a decision on contract award is made, the content of selected and non-selected vendor proposals will likely become subject to FOIA's public disclosure obligations.

The State of Delaware wishes to create a business-friendly environment and contracting process. As such, the State respects the vendor community's desire to protect its intellectual property, trade secrets, and confidential business information (collectively referred to herein as "Confidential Business Information"). Proposals must contain sufficient information to be evaluated. If a Vendor feels that they cannot submit their proposal without including Confidential Business Information, they must adhere to the following procedure or their proposal may be deemed unresponsive, may not be recommended for selection, and any applicable protection for the Vendor's Confidential Business Information may be lost.

In order to allow the State to assess its ability to protect a Vendor's Confidential Business Information, vendors will be permitted to designate appropriate portions of their proposal as Confidential Business Information.

Vendor(s) may submit portions of a proposal considered to be Confidential Business Information in a separate, sealed envelope labeled "**Confidential Business Information**" and include the specific RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed. A vendor's allegation as to its Confidential Business Information shall not be binding on the State. The State shall independently determine the validity of any Vendor designation as set forth in this section. Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the State's absolute right and duty to independently assess the legal and factual validity of any information designated as Confidential Business Information. Accordingly, vendor(s) assume the risk that Confidential Business Information included within a proposal may enter the public domain.

Z. PRICE NOT CONFIDENTIAL

Vendor(s) shall be advised that as a publically bid Contract, no Vendor shall retain the right to declare their pricing confidential.

AA. ATTACHMENTS

Attachment 1 – No Proposal Reply Form
Attachment 2 – Non-Collusion Statement
Attachment 3 – Exceptions
Attachment 4 – Company Profile and Capabilities
Attachment 5 – Confidentiality and Proprietary Information
Attachment 6 – Business References
Attachment 7 – Subcontractor Information Form

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 8 – Monthly Usage Report

Attachment 9 – Subcontracting (2nd Tier Spend) Report

Attachment 10 – Office of Supplier Diversity Certification Application

Attachment 11 – Bond Form

Attachment 12 – Proposal Reply Requirements and Checklist

Appendix A – Scope of Work details

Appendix B – Pricing Form(s) and Instructions

Vendor(s) shall complete each attachment included in the bid packet and include in their response to this RFP. Vendor(s) who do not complete the attachments may be considered non-responsive.

IV. PROPOSAL EVALUATION PROCEDURES

A. GENERAL ADMINISTRATION

1. STATE’S RIGHT TO REJECT PROPOSALS

The Division of Parks and Recreation reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever is determined to be the most advantageous to the State of Delaware. Vendor(s) submitting proposals may be afforded an opportunity for discussion. Vendor(s) may be requested to provide a best and final offer during the negotiation process. Negotiations may be conducted with responsible Vendor(s) who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing vendor(s) during the negotiation process.

2. STATE’S RIGHT TO CANCEL SOLICITATION

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor’s participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a Contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a Contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

3. FORMAL CONTRACT

No employee or subcontractor of the Vendor(s) is to begin any work prior to receipt of an executed Contract with the Division of Parks and Recreation signed by authorized representatives of the Agency.

4. DELIVERY OF PROPOSALS

Proposals shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the Vendor as well as the designation of the contract. Proposals forwarded by US Mail shall be sent either certified or registered to the address stated in this RFP. Proposals forwarded by delivery service

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

other than the US Mail or hand delivered must be delivered to the applicable addresses also stated in this RFP. **NOTE: All bids must clearly display the Contract number on the envelope.**

State of Delaware/DNREC
Division of Parks and Recreation/OBS Contract NAT16002_Public Tennis
Office of Business Services/Attn: Susan Risbon
89 Kings Highway
Dover, DE 19901

All proposals will be accepted at the time and place set in the RFP. Vendor bears the risk of delays in delivery. Proposals received after the time set for public opening will be returned unopened.

5. PUBLIC OPENING OF PROPOSALS

The proposals shall be publicly opened at the time and place specified by the Division of Parks and Recreation. Vendor(s) or their authorized representatives are invited to be present.

Only the vendor's name and address will be read aloud during the bid opening process.

6. DISQUALIFICATION OF VENDORS

Any one or more of the following causes may be considered as sufficient for the disqualification of a Vendor and the rejection of its proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.
- b. Evidence of collusion among vendors.
- c. Unsatisfactory performance record as evidenced by past experience with the State of Delaware or on a State of Delaware central contract.
- d. Any suspension or debarment of the parent company, subsidiary or individual involved with the Vendor by federal, any state or any local governments within the last five (5) years.
- e. If the proposed pricing and/or percentage of gross receipts are obviously unbalanced either in excess or above reasonable values.
- f. If there are any unauthorized additions, interlineations, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- g. Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.
- h. Non-attendance of Vendor presentations, if scheduled, shall be cause of disqualification.

7. AUTHORITY OF AGENCY

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

determination of payment due or to become due, the decision of the Division of Parks and Recreation Agency shall be final and binding.

8. OR EQUAL (PRODUCTS BY NAME)

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the Vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

B. RESPONSIVENESS AND RESPONSIBILITY OF VENDOR

The Division of Parks and Recreation shall award a Contract to the most responsible and responsive Vendor who best meets the terms and conditions of the proposal.

1. Rejection of individual proposals. -- A proposal may be rejected for one or more of the following reasons:
 - a. The person responding to the solicitation is determined to be nonresponsive or non-responsible;
 - b. It is unacceptable;
 - c. The proposed pricing and/or percentage of gross receipts is unreasonable; or
 - d. It is otherwise not advantageous to the State.
2. Vendors whose proposals are rejected as non-responsive shall be notified in writing about the rejection.
3. Responsibility of Vendors. -- It shall be determined whether a Vendor is responsible before awarding a Contract. Factors to be considered in determining if a Vendor is responsible include:
 - a. The Vendor's financial, physical, personnel or other resources, including subcontracts;
 - b. The Vendor's record of performance and integrity;
 - c. Any record regarding any suspension or debarment;
 - d. Whether the Vendor is qualified legally to contract with the State;
 - e. Whether the Vendor supplied all necessary information concerning its responsibility; and
 - f. Any other specific criteria for a particular procurement which an Agency may establish.
4. If a Vendor is determined to be non-responsible, the Vendor shall be informed in writing.
5. The State reserves the right to waive minor irregularities, or request additional information before determining the responsiveness of the Vendor. All Vendor(s) will be afforded the same or similar opportunities, as necessary, and will be treated with equal regard before such determinations are finalized.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

C. PROPOSAL EVALUATION COMMITTEE

The Proposal Evaluation Committee (“Committee”) is comprised of representatives of the State of Delaware, Division of Parks and Recreation.

The Committee reserves the right to:

- Select for contract or for negotiations, a proposal other than cost benefits.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any Vendor and negotiate with more than one Vendor at the same time.
- Select more than one Vendor pursuant to 29 Del. C. §6926. Such selection will be based on the needs of each individual park.

The Division of Parks and Recreation reserves the right to reject any or all bids in whole or in part, to make multiple awards, partial awards, award by types, item by item, or grouping, whichever may be most advantageous to the State of Delaware.

D. REQUIREMENTS OF THE VENDOR

The purpose of this section is to assist the Proposal Evaluation Committee to determine the ability of the organization to provide the materials and services described in this RFP. The proposal response should contain at a minimum the following information:

- Brief history of the organization, including accreditation status, if applicable.
- Vendor’s experience, if any, providing similar services. Include references on Attachment 6.
- Financial information (balance sheets and income statements) for the past three years and/or Dun & Bradstreet report.
- Describe the methodology/approach used for operating and managing an outdoor public tennis operation to the Division of Parks and Recreation, including work plan and timeline. Include a well-defined ACTION PLAN that will describe the bidder’s organization and method for providing outdoor public tennis operations, where applicable and providing services as specified herein. Include customer billing and payment processes/options, customer service, advertising and marketing plans, cleaning/housekeeping processes, court care/management and employee training procedures.
- All forms included in this RFP.
- Vendor Emergency Contact Data as required in this Proposal on checklist Attachment 12.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

E. CRITERIA AND SCORING

	EVALUATION CRITERIA		
		PERCENTAGE	POINTS
1.	Background and experience (e.g. past performance on similar ventures) company history, qualifications and experience of the employees and the organization in managing and operating an outdoor public tennis operation	20%	80
2.	Financial stability/resources, past performance and references	15%	60
3.	Vendor's action plan (methodology and/or approach) for operating and managing an outdoor public tennis operation, including court care, scheduling, customer service, operations, marketing, and employee training	25%	100
4.	The value of vendor's proposal to Delaware Parks (e.g. annual fees, annual percent of gross receipts from the sale of products and services), pricing and discounts	35%	140
5.	Extent to which Vendor agrees to the State of Delaware's contract terms and conditions and specification without taking exceptions	5%	20
	TOTAL SCORE	100%	400

The Proposal Evaluation Committee members will assign up to the maximum number of points listed for each of the criteria listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Proposal Evaluation Committee members.

F. BEST AND FINAL OFFERS

Once the proposals have been evaluated and negotiations have been held with the vendor(s) determined to be likely to receive an award, the Proposal Evaluation Committee may issue a request for Best and Final Offers from the vendor(s).

G. REFERENCES

The Committee may contact any customer of the Vendor, whether or not included in the Vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit Vendor's existing sites or operations, which may or may not include Vendor personnel. If the Vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

V. MANDATORY PRE-BID MEETING AND SITE VISIT

There is no Mandatory Pre-Bid Meeting for this RFP.

A site review of the operation shall be available on February 25, 2016 from 10:00 a.m. to 12:00 p.m. This site visit shall only be for visual inspection of the premises. Bid questions will not be taken or answered during the site visit. **The Site visit is not mandatory, but highly recommended to gain full knowledge of site layout.**

VI. DEFINITIONS AND GENERAL PROVISIONS

The attached Definitions and General Provisions apply to all contracts and are part of each Request for Proposal. The requirement to furnish a bid bond and performance bond is applicable unless waived. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Vendor(s) or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

A. DEFINITIONS: Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

STATE: The State of Delaware

AGENCY: State Agency as noted on cover sheet.

BID INVITATION: The "invitation to bid" or "Request for Proposal" is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

BOND: The approved form of security furnished by the Vendors and its Surety as a guaranty of good faith on the part of the Vendor to execute the work in accordance with the terms of the Contract.

CONTRACT: The written agreement covering the furnishing and delivery of service and fees.

DESIGNATED OFFICIAL: The agent authorized to act for an Agency.

FEES: The schedule and basis of fees to be paid to the State of Delaware in return for the business opportunity provided by the State.

GENERAL PROVISIONS: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendor(s).

LOCAL TIME: Eastern Standard Time/Eastern Daylight Time

PROPOSAL: The offer of the Vendor submitted on the approved form and setting forth the Vendor's fee's for performing the work or supplying the material or equipment described in the specifications.

RFP: Request for Proposal.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

SPECIAL PROVISIONS: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

SURETY: The corporate body which is bound with and for the Contract, or which is liable, and which engages to be responsible for the Vendor's payments of all debts pertaining to and for its acceptable performance of the work for which he has contracted.

VENDOR: Any individual, firm, or corporation formally submitting a proposal for the services, material or work contemplated, acting directly or through a duly authorized representative.

B. GENERAL PROVISIONS

1. SILENCE OF SPECIFICATIONS

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance will be the responsibility of the Vendor.

2. EXAMINATION OF SPECIFICATIONS AND PROVISIONS

The Vendor shall examine carefully the proposal and the Contract forms for the services contemplated. The Vendor shall investigate and satisfy itself as to the conditions to be encountered, quality and quantities of the services to be furnished, and the requirements of any Special Provisions in the RFP and the contract. The submission of a proposal shall be conclusive evidence that the Vendor has made examination of the aforementioned conditions.

3. PUBLIC INSPECTION OF PROPOSALS

All documents submitted as part of the Vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any Vendor's information to a competing Vendor prior to award of the Contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100 (FIOA). Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a Contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

4. LAWS TO BE OBSERVED

The Vendor is presumed to know and shall strictly comply with all Federal, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The Vendor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by itself, by its employees, or by its subcontractor(s).

5. APPLICABLE LAW AND JURISDICTION

This bid, any resulting Contract, and any and all litigation or other disputes arising therefrom, in connection with, or related hereto shall be governed by the applicable laws, regulations and rules of evidence of the State of Delaware. Bidder submits to personal jurisdiction in the State of Delaware. Any and all litigation or other disputes arising out of, in connection with, or relating to this bid, and any resulting Contract, shall be brought exclusively in a court in the State of Delaware or the United States District Court of the District of Delaware as applicable.

6. SEVERABILITY

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

7. PERMITS AND LICENSES

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the Vendor at its own expense.

8. PATENTED DEVICES, MATERIAL AND PROCESSES

- a. The Vendor shall provide for the use of any patented design, device, service, material, or process to be used or furnished under this Contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.
- b. The Vendor and the Surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this Contract.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

9. EMERGENCY TERMINATION OF CONTRACT

- a. Due to restrictions which may be established by the United States Government on material, or work, a Contract may be terminated by the cancellation of all or portions of the Contract.
- b. In the event the Vendor is unable to obtain the materials or services required to complete the work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the Contract may be terminated.

10. TAXES

- a. The Division is exempt from all FEDERAL and STATE TAXES. Such taxes shall not be included in pricing structure.
- b. Sales at Park Operation locations are taxable to the awarded Vendor under Federal and State tax laws.

11. FEES PAYABLE TO THE STATE

Fees and/or rates shall remain firm for the initial three (3) year term of the Contract, unless further negotiations are deemed necessary by the State or changed through mutual agreement by both parties.

The fee policy that vendors choose to submit must address the following concerns:

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.

12. PRICE ADJUSTMENT

The Vendor is not prohibited from offering a price adjustment on its services or materiel offered under the Contract. The State is not prohibited from requesting a price adjustment on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

If agreement is reached to extend this Contract beyond the initial three (3) year period, the Division of Parks and Recreation shall have the option of negotiating fee pricing and percentage of gross receipt adjustments.

13. INDEPENDENT CONTRACTORS

The parties to any Contract from this solicitation shall be independent contractors to one another, and nothing herein shall be deemed to cause the agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

14. FUNDING OUT or NON-APPROPRIATION

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

15. MANDATORY INSURANCE REQUIREMENTS

As a part of the Contract requirements, the Vendor must obtain at its own cost and expense and keep in force and effect during the term of this Contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. Vendor must carry the following coverage depending on the type of service or product being delivered.

- a. Commercial General Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate,
- b. Product Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate,
- c. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to other,

and

- d. The Vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. The Vendor is an independent Vendor and is not an employee of the State of Delaware.

The Vendor must carry (a), (b), (c) and (d) at all times during the Contract term.

Before any work is done with the State, a Certificate of Insurance referencing the name and Contract number stated herein shall be filed with the State. The certificate holder is as follows:

State of Delaware
Department of Natural Resources and Environmental Control
Division of Parks and Recreation/Contract NAT16002_Public Tennis
80 Kings Highway
Dover, DE 19901

Note: The State of Delaware shall not be named as an additional insured.

Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

16. STATE OF DELAWARE BUSINESS LICENSE

Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: 302-577-8778. <http://revenue.delaware.gov/services/BusServices.shtml>

Information regarding the award of this Contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

17. INDEMNIFICATION

- a. **General Indemnification:** By submitting a proposal, the proposing Vendor agrees that in the event it is awarded a Contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the Vendor's its agents and employees' performance of work or services in connection with the Contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or part, to the State, its employees or agents.
- b. **Proprietary Rights Indemnification:** Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the Vendor in writing and Vendor shall defend such claim, suit or action at Vendor's expense, and Vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the Vendor (collectively "Products") is or in Vendor's reasonable judgment is likely to be, held to constitute an infringing product, Vendor shall at its expense and option either:

1. Procure the right for the State of Delaware to continue using the Product(s);
2. Replace the product with a non-infringing equivalent that satisfies all the requirements of the Contract; or
3. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

18. FORCE MAJEURE

Neither the Vendor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this Contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this Contract.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

19. VENDOR NON-ENTITLEMENT

State of Delaware Vendors for Materiel and for Services shall not have legal entitlement to utilize any Central Contract held by the State of Delaware. The Vendors may not seek business from another Vendors' Central Contract for the purpose of preparing a bid or proposal to the State of Delaware. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective Contract unless they are considered a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code or otherwise permitted by law.

This is not a prohibition from any Vendor choosing to work with another Vendor who holds a State Central Contract for private business.

20. REQUIRED REPORTING

One of the primary goals in administering this Contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the Contract and to establish proper bonding levels, if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 8) shall be furnished in an Excel format and submitted electronically by Vendor, no later than the 15th (or next business day after the 15th day) of each month, detailing the sale of all items on this Contract. The reports shall be submitted and sent as an attachment to Parks_OBS@state.de.us. Submitted reports shall contain accurate descriptions of the products, goods or services procured. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any Contract extension clauses. Additionally, vendor(s) who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded Contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women's Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2nd Tier reporting is shown as Attachment 9.

Accurate 2nd Tier reports shall be submitted to the contracting Agency's Office of Supplier Diversity at vendorausage@state.de.us on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the Contract has expired by the report due date.

21. METHOD OF PAYMENT

The Vendor will pay the State per the terms and conditions of the Contract.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

22. SCHEDULE FOR PERFORMANCE OF WORK

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Vendor does not begin the work in a reasonable amount of time and/or does not adhere to the operating hours and provided services as specified in the Contract, they will be notified that if they fail to initiate the work promptly, the Contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

23. VENDOR RESPONSIBILITY

The State will enter into a Contract with the successful Vendor. The successful Vendor shall be responsible for all products and services as required by this RFP whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 7, and are subject to the approval and acceptance of the Division of Parks and Recreation.

24. VENDOR-OWNED OR RENTAL EQUIPMENT AND SUPPLIES REMOVAL

The awarded Vendor shall remove all vendor-owned or rented equipment and supplies from the operation location(s) no later than an agreed to date once all contract obligations by the Vendor have been met.

25. ENVIRONMENTAL PROCUREMENT REQUIREMENTS FOR VENDOR EQUIPMENT

ENERGY STAR - If applicable, the Vendor must provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency in order to keep overall event costs to a minimum. The Vendor is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

Vendor(s) are encouraged to use environmentally friendly supplies, products and equipment while fulfilling operation Contract requirements.

26. PERSONNEL, EQUIPMENT AND SERVICES

- a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this Contract.
- b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the equipment and/or services covered by this Contract, once awarded, shall be subcontracted without the prior written approval of the State. Only those subcontractors identified in Attachment 7 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

27. NON-DISCRIMINATION

In performing the services subject to this RFP, Vendor agrees that it will not discriminate against any employee or applicant because of race, creed, color or sex or national origin. Vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of the Contract.

28. SOLICITATION OF STATE EMPLOYEES

Vendor shall not, directly or indirectly, solicit any employees of the State of Delaware to leave employment with the State of Delaware in order to accept employment with Vendor, its affiliates, actual or prospective contractors, or any person acting in concert with Vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by Vendor may result in rejection of Vendor's proposal.

Notwithstanding the paragraph above, this does not prevent the employment by a Vendor of a State of Delaware employee who has initiated contact with the Vendor. However, the State of Delaware employees may be legally prohibited from accepting employment with the Vendor or under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a Vendor discovers that they have done so, they must terminate that employment immediately,

29. FAIR BACKGROUND CHECK PRACTICES

Pursuant to 29 Del. C. [§6909B](#), the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by state and/or federal law. Vendor(s) doing business with the State are encouraged to adopt fair background check practices. Vendor(s) can refer to 19 Del. C. [§711\(g\)](#) for applicable established provisions.

30. VENDOR BACKGROUND CHECK REQUIREMENTS

Vendor selected for an award that accesses state property or comes into contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry: Delaware Sex Offender Central Registry at: <https://sexoffender.dsp.delaware.gov/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendor(s). Should an individual be identified and the Vendor believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Vendor shall provide a list of all employees serving an awarded Contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to state property in service of a Contract award. A violation of this condition represents a violation of the Contract terms and

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

conditions, and may subject the Vendor to penalty, including Contract cancellation for cause.

The Vendor shall be responsible for the background check requirements of any authorized Subcontractor providing service to the Agency's Contract.

The Agency may require additional background checks to be accomplished by the Vendor to comply with legislative requirements and recommendations. If additional background checks are required, the Vendor will be notified by the Agency and shall accomplish checks and adhere to all requirements listed in this section.

31. TERMINATION OF CONTRACT

The Contract awarded as a result of this RFP may be terminated as follows by the Division of Parks and Recreation.

- a. Termination for Cause:** If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this Contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination.

On receipt of the Contract cancellation notice from the State, the Vendor shall have not less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A Vendor response shall not effect or prevent the Contract cancellation unless the State provides a written acceptance of the Vendor response. If the State does accept the Vendor's method and/or action plan to correct the identified deficiencies, the State will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the State's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion the State may reject in writing the Vendor's proposed action plan and proceed with the original Contract cancellation timeline.

- b. Termination for Convenience:** The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination
- c. Termination for Non-Appropriations:** In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

32. CHANGES

Both parties may, from time to time, require changes in the services to be provided by the Vendor under the Scope of Work. Such changes, including any increase or decrease in the amount of the prices and/or percent of gross receipts, which are mutually agreed upon by and between the Agency and the Vendor shall be incorporated in written amendments to the Contract.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

33. INTEREST OF VENDOR

The Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this Contract. The Vendor further covenants, that in the performance of this Contract, no person having any such interest shall be employed.

34. PUBLICATION, REPRODUCTION AND USE OF MATERIAL

No material produced in whole or part under this Contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this Contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Vendor for anything other than their intended purpose under this Contract. The Vendor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

35. ASSIGNMENT OF ANTITRUST CLAIMS

As consideration for the award and execution of this Contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired for the State or services provided to the State pursuant to this Contract.

36. TESTING AND INSPECTION

The State of Delaware reserves the right to conduct any test or inspection it may deem necessary to ensure equipment, materials and services conform to contract requirements. This shall include, but is not limited to, onsite inspections for cleanliness, functionality and business operations

37. COVENANT AGAINST CONTINGENT FEES

The Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this Contract without liability or in its discretion to add to the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fees.

38. GRATUITIES

- a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Vendor or any agent of the State with a view toward securing a Contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this Contract, the State may, by written notice to the Vendor, terminate the right of the Vendor to proceed under this Contract and/or may pursue such other rights and remedies provided by law or under this Contract; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

reviewed in proceedings pursuant to the Remedies clause of this Contract; and

- b. In the event this contract is terminated pursuant to subparagraph “a”, the State shall be entitled (i) to pursue the same remedies against the Vendor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Vendor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

39. AFFIRMATION

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

40. AUDIT ACCESS TO RECORDS

The Vendor shall maintain books, records, Z-tapes, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and sales payment records or other material relative to this Contract. The cost of any Contract audit disallowances or under reporting of gross receipts and/or unpaid fees resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

41. REMEDIES

Except as otherwise provided in this Contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

42. SUBCONTRACTS

Subcontracting is permitted under this RFP and Contract. However, every subcontractor shall be identified in the Proposal (Attachment 7) and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the Contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written approval of the State.

The Vendor shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The Vendor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

agreement shall be construed as creating any contractual relationship between the subcontractor and the State.

43. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Vendor to the Agency and render to the Vendor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Vendor.
- b. Give prompt written notice to the Vendor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Vendor's services.
- c. When the Agency first experiences a relatively minor problem or difficulty with a Vendor, the Division will contact the Vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the Contract scope of work and services delivered to the public. The Agency should stress to the Vendor that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded Contract.
- d. The State has several remedies available to resolve non-performance issues with the Vendor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the Contract to confirm that the issue is a part of the Contract. If the issue is not covered by the Contract, the State cannot expect the Vendor to perform outside the agreement. If the issue is a part of the Contract, the Agency must then contact the Vendor, discuss the reasons surrounding the default and establish a date when the Vendor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with the Vendor or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>. Email may also be utilized to communicate performance deficiencies.

44. CONTRACT DOCUMENTS

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any Vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Vendor Proposal Response
- Special Instructions

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

45. ASSIGNMENT

This Contract shall not be assigned except by express prior written consent from the Agency.

46. NOTICE

Any notice to the State of Delaware required under the Contract shall be sent by registered mail to:

Delaware Department of Natural Resources and Environmental Control
Division of Parks and Recreation/Contract NAT16002_PUBLIC TENNIS
89 Kings Highway
Dover, DE 19901

47. VENDOR EMERGENCY RESPONSE POINT OF CONTACT

The Awarded Vendor shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the Vendor.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Vendor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

48. NO PRESS RELEASES OR PUBLIC DISCLOSURE

The State of Delaware reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting Contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting Contract shall require the prior express written permission of the State of Delaware.

The State will not prohibit or otherwise prevent the Awarded Vendor from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any other political subdivisions, however, the Vendor shall not use the State's seal or imply preference for the solution or goods provided.

C. AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF PROPOSALS

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to seek new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

2. MATERIAL GUARANTY

Before any Contract is awarded, the successful Vendor may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the Contract together with such samples as may be requested for the purpose of testing.

3. AWARD OF CONTRACT

Within ninety (90) days from the date of opening proposals, the Contract will be awarded or the proposals rejected.

4. EXECUTION OF CONTRACT

The Vendor to whom the award is made shall execute a formal Contract within twenty (20) days after date of official notice of the award of the Contract.

5. WARRANTY

The successful Vendor shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this Contract against defective material, workmanship, and performance.

6. THE CONTRACT(S)

The Contract with the successful Vendor will be executed with the Division of Parks and Recreation acting for all participating governmental entities.

7. INFORMATION REQUIREMENT

The successful Vendor shall be required to advise and provide the Division of Parks and Recreation with the gross costs associated with this Contract.

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STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

VII. PROPOSAL REPLY SECTION for CONTRACT NO. NAT16002_PUBLIC TENNIS

Please fill out the attached forms fully and completely, and return with your proposal in a sealed envelope clearly displaying the Contract number to the State of Delaware, the Division of Parks and Recreation by **Thursday, March 17, 2016 at 1:00PM** (Local Time) at which time bids will be opened.

Proposals must be mailed to:

State of Delaware/DNREC
Division of Parks and Recreation/OBS Contract NAT16002_Public Tennis
Office of Business Services/Attn: Susan Risbon
89 Kings Highway
Dover, DE 19901

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the Contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the vendor(s), not to serve as a forum for determining the apparent low vendor(s). The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed Contract, the Delaware public and all vendor(s) are invited to make an appointment with the Agency in order to review pricing and other non-confidential information.

NOTE: ONLY THE VENDOR'S NAME AND ADDRESS WILL BE READ AT THE BID OPENING

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 1

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

NO PROPOSAL REPLY FORM

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the Contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- | | |
|-------|---|
| _____ | 1. We do not wish to participate in the proposal process. |
| _____ | 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:

_____ |
| _____ | 3. We do not feel we can be competitive. |
| _____ | 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company. |
| _____ | 5. We do not wish to sell to the State. Our objections are:

_____ |
| _____ | 6. We do not sell the items/services on which Proposals are requested. |
| _____ | 7. Other: _____
_____ |

FIRM NAME

SIGNATURE

_____ We wish to remain on the Vendor's List **for these goods or services.**

_____ We wish to be deleted from the Vendor's List **for these goods or services.**

PLEASE FORWARD NO PROPOSAL REPLY FORM TO THE CONTRACT OFFICER IDENTIFIED.

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

DEADLINE TO RESPOND: March 17, 2016 at 1:00 PM (local time)

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Division of Parks and Recreation.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents, subject to any express exceptions set forth at Attachment 3, the Vendor's acceptance of the terms and conditions of this solicitation including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Division of Parks and Recreation.

COMPANY NAME _____ (Check one)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
 LICENSE NUMBER _____

COMPANY CLASSIFICATIONS: CERT. NO.: _____	Certification type(s)	Circle all that apply	
	Minority Business Enterprise (MBE)	Yes	No
	Woman Business Enterprise (WBE)	Yes	No
	Disadvantaged Business Enterprise (DBE)	Yes	No
	Veteran Owned Business Enterprise (VOBE)	Yes	No
	Service Disabled Veteran Owned Business Enterprise (SDVOBE)	Yes	No

[The above table is for informational and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:

(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED FOR YOUR BID TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

EXCEPTIONS FORM

Proposals must include all exceptions to the specifications, terms or conditions contained in this RFP. If the Vendor is submitting the proposal without exceptions, please state so below.

☐ By checking this box, the Vendor acknowledges that they take no exceptions to the specifications, terms or conditions found in this RFP.

[illegible]

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

COMPANY PROFILE & CAPABILITIES FORM

Vender(s) are required to provide a reply to each question listed below. Vendor replies will aid the Proposal Evaluation Committee as part of the overall proposal evaluation review. Vendor responses should contain sufficient information about their company so the Committee has a clear understanding of Vendor's company background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	Provide a company profile and a brief history of your organization in a manner that will support your company's ability to successfully meet the requirements of this RFP: <ul style="list-style-type: none"> - # of years in business - # of years doing business in the State of Delaware - # of employees (Full and Part time) - Experience providing similar services - Type of business entity and principles (LLC, Sole proprietor, Corporation, EIN#, D&B#) - List parent Company if applicable
2.	Provide Company Emergency Point(s) of Contact, include: Phone#; Cell # and/or Emergency Contact #.
3.	Describe any awards, recognition in last three years.
4.	Describe your business management process and team structure.
5.	Describe methodology/approach used for operating and managing an outdoor public tennis operation, including work plan, timeline, well defined ACTION PLAN describing bidder's organization and method for providing outdoor public tennis operations, providing services as specified herein (include customer billing, payment processes/options, customer service, cleaning/housekeeping processes, and court care/management plans).
6.	Has vendor ever filed bankruptcy? If so, provide details.
7.	Describe any change in ownership or any planned changes in ownership in the next (3) years.
8.	List any past and/or pending litigation or disputes relating to the services described herein with which your company has been involved within the past five (5) years and identify any awarded Contracts or sales agreements your company has terminated as a result of litigation or dispute. For any applicable occurrence list the company's name and the term of the Contract. For occurrences resulting in contract termination, provide an explanation as to why the contract was terminated.
9.	Describe any violations by Public Health or other regulatory agencies.
10.	Provide copy of your marketing / advertising plan for the term of the contract.
11.	What strategies will be used to promote and increase business and managing the operation services? Please include any tennis related associations, memberships and partnerships.
12.	Describe the product research, social media or other strategies used to determine the products and services you will provide. Describe any daily / weekly promotions on your products or services? How will these promotions be offered (signage, social media, customer emails, and/or sign postings)?

13.	Provide a list of tennis retail products to be rented or sold within tennis center.
14.	Outline a detailed customer service plan, from the point of sales inquiry from a customer, to the point of delivery of the product or services. Include any credit card requirements, billing structure and actions to complete the sale to the customer. Please include your membership plans.
15.	Outline a problem/conflict resolution plan to resolve any customer complaints, including the timeline from initial report of issue to resolution.
16.	Will company place any vending machines in the tennis center? If so, describe the location, quantity and process for replenishment of these machines. Describe how customers will be reimbursed should the vending machine fail to dispense a food product. Describe any reliance on 3 rd party distributors for your products or services who may need to enter the park to maintain your business or vending operations.
17.	Describe vender's employee training and quality assurance processes. Provide a copy of vendor's training manual.

Answers shall be listed on a document in the order shown and annotated as Attachment 4.

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Contract No.: NAT16002 PUBLIC TENNIS

Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

CONFIDENTIALITY FORM

☐ By checking this box, the Vendor acknowledges that they are not providing any information they declare to be confidential or proprietary for the purpose of production under 29 Del. C. ch. 100, Delaware Freedom of Information Act.

[illegible]

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

BUSINESS REFERENCES FORM

List a minimum of three (3) business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last five (5) years, please provide that information separately..

1.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	
2.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	
3.	Contact Name & Title:	
	Business Name:	
	Address:	
	Email:	
	Phone # / Fax #:	
	Current Vendor (YES or NO):	
	Years Associated & Type of Work Performed:	

STATE OF DELAWARE PERSONNEL MAY NOT BE USED AS REFERENCES.

Contract No.: NAT16002_PUBLIC TENNIS
Contract Title: PUBLIC OUTDOOR TENNIS PROGRAM AT BELLEVUE STATE PARK

SUBCONTRACTOR INFORMATION FORM

PART I – STATEMENT BY PROPOSING VENDOR		
1. Proposing Vendor Name:	2. Proposing Vendor Address:	3. Phone Number
4. SUBCONTRACTOR		
a. NAME	4c. Company OSD Classification: Certification Number:	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4g. Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4h. Service Disabled Veteran Owned Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (Signature)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (Signature)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

Use a separate form for each subcontractor

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 8

SAMPLE REPORT - FOR ILLUSTRATION PURPOSES ONLY, THERE WILL ADDITIONAL REPORTING COLUMNS REQUIRED

Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Contract Number / Title:

Vendor Name:

Park Name:

Report Period:

E-mail report to **Parks_OBS@state.de.us** as required by your contract reporting terms (15th of the following month for monthly reports)

Contact Name:

Contact Phone:

Report Start Date:

Report End Date:

Today's Date:

Date mm/dd/yy	Day of the Week	# of Players per Week	# of Memberships Sold by Type, per Week	# of Tennis Drop-Ins Sold	Total Dollar Amt in Discounts	Total proceeds from Group Sales	Total proceeds from Tournaments
1/1/2016	Friday						
1/2/2016	Saturday						
1/3/2016	Sunday						
1/4/2016	Monday						
1/5/2016	Tuesday						
1/6/2016	Wednesday						
1/7/2016	Thursday						
1/8/2016	Friday						
Total by Column							

Note: A copy of the current Usage Report will be sent by electronic mail to the Awarded Vendor.

Completed reports shall be saved in an Excel format, and submitted to the following email address: Parks_OBS@state.de.us

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 9

SAMPLE REPORT – FOR ILLUSTRATION PURPOSES ONLY

State of Delaware																		
Subcontracting (2nd tier) Quarterly Report																		
Prime Name:							Report Start Date:											
Contract Name/Number							Report End Date:											
Contact Name:							Today's Date:											
Contact Phone:							*Minimum Required		Requested detail									
Vendor Name*	Vendor TaxID*	Contract Name/Number*	Vendor Contact Name*	Vendor Contact Phone*	Report Start Date*	Report End Date*	Amount Paid to Subcontractor*	Work Performed by Subcontractor UNSPSC	M/WBE Certifying Agency	Veteran/Service Disabled Veteran Certifying Agency	2nd tier Supplier Name	2nd tier Supplier Address	2nd tier Supplier Phone Number	2nd tier Supplier email	Description of Work Performed	2nd tier Supplier Tax Id	Date Paid	

Note: A copy of the Usage Report will be sent by electronic mail to the Awarded Vendor

Completed reports shall be saved in an Excel format, and submitted to the following email address: Parks_OBS@state.de.us

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 10

**State of Delaware
Office of Supplier Diversity
Certification Application**

The most recent application can be downloaded from the following site:
<http://gss.omb.delaware.gov/osd/certify.shtml>

Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.

The minimum criteria for certification require the entity must be at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disabled veterans. Any one or all of these categories may apply to a 51% owner.



Complete application and mail, email or fax to:

Office of Supplier Diversity (OSD)
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: osd@state.de.us
Web site: <http://gss.omb.delaware.gov/osd/index.shtml>

**THE OSD ADDRESS IS FOR OSD APPLICATIONS ONLY.
THE OSD WILL NOT ACCEPT ANY VENDOR BID RESPONSE PACKAGES.**

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 11

BOND TO ACCOMPANY PROPOSAL
(NOT NECESSARY IF CERTIFIED CHECK IS USED)

KNOW ALL MEN BY THESE PRESENTS That _____ of _____ of the County of _____ and State of _____ principal, and _____ of _____ of the County of _____ and the State of _____ as Surety, legally authorized to do business in the State of Delaware, are held and firmly bound unto the State of Delaware in the sum of _____ Dollars or _____ per cent (not to exceed _____ Dollars) of amount bid on Contract No. _____ to be paid to said State of Delaware for the use and benefit of the _____ of said State, for which payment well

(hereinafter referred to as Agency)

and truly to be made, we do bind ourselves, our and each of our heirs, executors, administrators, and successors, jointly and severally for and in the whole, firmly by these presents.

NOW THE CONDITION OF THIS OBLIGATION IS SUCH That if the above bounden principal _____ who has submitted to said Agency of the State of Delaware, a certain proposal to enter into a certain contract to be known as Contract No. _____, for the furnishing of certain products and/or services within the said State of Delaware shall be awarded said Contract No. _____, and if said _____ shall well and truly enter into and execute said Contract No. _____ and furnish therewith such surety bond as may be required by the terms of said contract and approved by said Agency, said contract and said bond to be entered into within twenty days after the date of official notice of the award thereof in accordance with the terms of said proposal, then this obligation to be void or else to be and remain in full force and virtue.

Sealed with _____ seal and dated this _____ day of _____ in the year of our Lord two thousand and _____ (20____).

SEALED AND DELIVERED IN THE

Presence Of _____

Name of Bidder (Principal) (Seal)

Witness

_____ BY _____

_____ (Seal)

Corporate
Seal

Title

_____ BY _____

Name of Surety (Seal)

_____ (Seal)

Title

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

Attachment 12

PROPOSAL REPLY REQUIREMENTS AND CHECKLIST

The response should contain the following minimum information:

MINIMUM MANDATORY SUBMISSION REQUIREMENTS CHECKLIST
{MUST BE COMPLETED AND RETURNED WITH BID PACKAGE}

Item No.	Description	Included?? (check yes or no)
1.	Brief Vendor Cover Letter including Vendor's experience, if any, providing similar services. The letter shall be signed by a representative who has the legal capacity to enter.	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Table of Contents clearly identifying the structure of the proposal and showing page numbers for each of the required components.	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	<p>Four (4) paper copies of the bidder's proposal, One (1) copy shall be marked "Master Copy" and will contain original signatures in ALL locations. This includes all Appendix B Tabs <u>printed</u> and all Forms required in the RFP. Brochures are also required.</p> <p>PLEASE DO NOT PUT SUBMISSION DOCUMENTS INTO SHEET PROTECTORS.</p> <p>The Appendix B – Pricing Spreadsheet is available at the following website: www.bids.delaware.gov</p> <p>Vendors MUST provide copies of all pricing spreadsheet tabs.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	<p>Two (2) electronic copies of the complete bidder's bid package (submitted on CD/DVD media disk or USB flash drive). This means two (2) separate CD/DVD's or USB's must be submitted. If the paper copy of the proposal includes a printed catalog or brochure, an electronic version of the catalog or brochure must be included on the CD's (If catalogs are not available in electronic version, then two (2) additional copies of the paper catalog must be provided).</p> <p>All copies must have completed Appendix B in active EXCEL format, Vendor's Proposal and Forms required in this proposal.</p> <p>Include vendor menus and brochures in pdf. Format on each CD or DVD. VERIFY ALL CD/DVD MEDIA DISC WORK CORRECTLY FROM SEVERAL SOURCES PRIOR TO SUBMISSION.</p> <p>All documents in vendor's proposal CD, excluding Appendix B and Brochures, should be scanned and saved as one PDF file. Please avoid saving individual pdf. pages of your proposal.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

5.	(Attachment 2) One (1) complete signed and notarized copy of the Non-Collusion agreement MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK.	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	(Attachment 3) One (1) completed RFP Exception form – please check box if no information. Form must be included.	Yes <input type="checkbox"/> No <input type="checkbox"/>
7.	(Attachment 4) One (1) completed Company Profile and Capabilities form	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	(Attachment 5) One (1) completed Confidential and Proprietary form – please check box if no information provided will be considered confidential or proprietary. Form must be included.	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	(Attachment 6) One (1) completed Business Reference form – please provide references other than State of Delaware contacts. Form must be included.	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	(Attachment 7) One (1) complete and signed copy of the Subcontractor Information Form for each subcontractor – only provide if applicable. Click on N/A if not using subcontractor.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
11.	(Attachment 10) One (1) complete OSD application (<i>see link on Attachment 10</i>) – only provide if applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
12.	(Attachment 11) One (1) complete and notarized Bond (only applicable if bidder is not including a certified check with bid packet)	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
13.	(Attachment 12) One (1) completed copy of this checklist filled out by the Bidder.	Yes <input type="checkbox"/> No <input type="checkbox"/>
14.	Two (2) Copies of brochures/equipment specification/products included in proposal.	Yes <input type="checkbox"/> <input type="checkbox"/>
15.	One (1) copy of Financial information (balance sheets and income statements) for the past three years and/or Dun & Bradstreet report.	Yes <input type="checkbox"/> No <input type="checkbox"/>
16.	One (1) certificate of insurance. Please ensure you have the <u>correct insurance levels as specified in this RFP.</u>	Yes <input type="checkbox"/> No <input type="checkbox"/>

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

**APPENDIX A
SCOPE OF WORK**

I. MINIMUM REQUIREMENTS

A. Introduction:

The Department of Natural Resources and Environmental Control, Division of Parks and Recreation, is seeking a qualified and competent Vendor to provide a public outdoor tennis program for the general public at Bellevue State Park commencing on April 15, 2016.

Acquired by the State of Delaware in 1976, Bellevue State Park is located just north of Wilmington, Delaware. In its present form, it reflects alterations made by William DuPont Jr., whereby he surrounded himself with the finest facilities including tennis courts, equestrian stables, gardens and a picturesque pond amid woodlands and fields overlooking the Delaware River.

The public outdoor tennis program at Bellevue State Park is a community tennis center located within Bellevue State Park. This center has been recognized three (3) times as the Top 50 Tennis Welcome Centers in the country. The club's beautiful and historical setting features eight (8) clay courts, a small covered pavilion, a tennis center building used for registration, tennis related amenities, retail items and offices for the operation adjacent to the Bellevue Mansion.

B. Products and Services:

The awarded Vendor shall operate a public outdoor tennis program at Bellevue State Park. The Vendor, for the public outdoor tennis program, shall include recreational tennis, summer tennis programming, clinics and instructional tennis, tournaments, special activities and events and other tennis activities at the discretion of the Vendor and approved in writing by the Division. The Vendor shall also be permitted to offer stringing services, provide for tennis equipment and accessories such as clothing, rackets and balls, beverages and packaged snacks such as confections and candies and other related items inside the tennis center building only. Additional items may be offered for sale upon advanced written approval by the Division for which e-mail is an acceptable means for written request and approval of items to be offered for sale.

In accordance with the Division's "smoking in the workplace" Policy No. D-0309(A), **no tobacco products shall be sold on the premises**. Vapor products are also not acceptable. Additionally, Delaware State Parks prohibits the use of tobacco products in concession and outdoor gathering areas.

No Alcoholic beverages shall be sold at the tennis center without prior notice, proof of a valid license as required by the State of Delaware for sale, and approval by the Park Superintendent.

C. Contract Fees:

1. The Vendor, as a fee for the Contract and operation rights herein granted, agrees to pay to the Division of Parks and Recreation **an annual Contract fee of \$12,000 and a negotiated percentage of gross receipts**.
 - a. The annual Contract fee shall be due in two (2) installments on July 15 and September 15 during the term of a Contract. The Vendor agrees to pay the percentage of total gross receipts to the Division on or before December 31 of each year.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

- b. All Contract Fees shall be sent to:

State of Delaware/DNREC
Division of Parks and Recreation/OBS Contract NAT16002_Public Tennis
Office of Business Services
89 Kings Highway
Dover, DE 19901

- c. The Vendor agrees to submit to: OBS_Parks@state.de.us, a concession Contract report once a month, covering each day's operation under the Contract, plus a tabulated annual gross receipts report and annual financial reports for the period of operation on or before December 31 of each year. All annual gross receipt reports must be "Reviewed" by a certified public accountant prior to submission and proof of "Review" must be included in VENDOR submission.
2. **Entrance fees or other fees for participation of the tennis center may be proposed as part of the Fee package submitted by the VENDOR, however, it is the expectation of the Division that all visitors to Bellevue State Park pay daily entrance fees or procure an annual park pass.**
3. **The Division shall not consider any bid packages with an annual Contract fee of lower than \$12,000.**

D. Interest Payments:

Any payments which become due from the Vendor to the Division and which are not paid on or before the due date shall be subject to an interest penalty of twelve (12) percent per annum until paid, computed from the due date. When a late payment is received, the Vendor shall be billed the amount of interest owed. This provision is in no way a waiver of the Vendor's obligation to make payments when they are due.

E. Utilities:

1. Internet service, telephone, electric, water, heat, and/or other utilities used in the tennis center area shall be solely at the Vendor's expense. The Vendor will be required to make independent arrangements for service with the local utility companies for services not provided by the park with available metering.
- a. The Vendor shall pay the Division (\$135.00) per operating month for electric service and for usage of the parks refuse container.
- b. The Vendor shall pay for water usage at the outdoor tennis operation and the Division will provide monthly billing based on metered usage.
- c. These amounts shall be included in Vendor's report of the direct expenses associated with the tennis program.
- d. The Division shall furnish and pay for waste water disposal for the facilities granted in this Contract.
2. Payments will be made directly to [**Bellevue State Park**](#) for electric and water consumption. Late

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

payments may be considered a performance deficiency under a Contract.

F. Taxes and Permits:

The Vendor shall pay all State and Federal taxes and/or license fees which may be imposed or legally chargeable, and, obtain all necessary permits and licenses, including but not limited to, a Delaware Business License, Public Health License and other necessary permits at its own cost and expense as a result of operating the tennis center as part of the services.

G. Security:

The Vendor shall be responsible for security of its equipment, software and any credit card services while contracting with the Division.

H. Inspection:

The Vendor will allow free access to the concession space as needed to authorize representatives of the Division and other county, state or federal officials having jurisdiction for inspection purposes. The Vendor shall further agree that if notified in writing by the Division or its authorized representatives that any part of the contracted premises or the facilities thereof for which the Vendor is responsible for services rendered are not in conformance with the Contract granted, then the Vendor shall remedy the same within five (5) working days, or a reasonable time period agreed upon between the Division and the Vendor.

I. Accounting and Reports:

The Vendor shall maintain proper and complete books and records of accounts of its operation under the Contract granted. Internal control procedures implemented by the Vendor shall be adequate to ensure that all revenue is accounted for and recorded. All receipts of any nature from the operation of this Contract provided by the Vendor shall be immediately and properly recorded. The Vendor shall permit the Division or its authorized representatives to examine and audit financial records relative to this Contract at any reasonable time during normal business hours, after giving the Vendor two (2) weeks' notice of the date and time of such examination and audit. The Vendor shall retain these financial records for a period of five (5) years beyond the termination of this Contract, unless earlier disposal is approved by the Division in writing.

J. Operating Schedule:

1. The Vendor shall maintain the program open and available to patronage by the public in accordance with the following minimum schedule. The Vendor shall post the hours of operation in a conspicuous place in the tennis center. Any deviation from the schedule must be approved by the Division or its authorized agent.

2. Hours of Operation:

The tennis center shall be open for operation seven (7) days per week from the 1st week in April **(with exception of the first contract year, which shall be no later than May 1st)** through the end of October, including holidays. Hours of operation are as follows:

Monday – Sunday 8:00 a.m. to sunset
(Operation shall not open earlier than 8:00 a.m. without prior written approval)

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

3. The tennis center hours of operation may be changed with prior approval by the Park Management. In addition, Vendor is required to promptly contact the Park Management prior to canceling any court service for the day and receive permission to cancel service.
4. The Division may, in its sole discretion, close the tennis center operation services temporarily for repairs or special events as needed, or permanently with prior notice to the Vendor.
5. The Division reserves the right to revoke the Contract of the Vendor if they do not adhere to the agreed-upon schedule of operations.

K. Trash Removal and Use of Recyclable Products:

The Vendor shall provide trash cans inside the tennis center for the public's use and will be responsible for depositing the trash in a designated park-provided dumpster at the end of each day, conforming with all rules and regulations pertaining to sanitation and safety as written the Delaware Food Code and administered by the Delaware Division of Public Health.

The Vendor is required to serve all food and beverages in recyclable containers.

L. Emergencies:

The Vendor and the Division or their designated agent(s) shall be available by phone twenty-four (24) hours a day, seven (7) days a week for emergencies during the entire term of the Contract. Information on how to contact the Vendor or their designee is to be provided as part of Vendor's proposal (Attachment 4).

M. Parking.

Parking spaces for the Vendor and their employees will be assigned by the Park Superintendent.

N. Concession Franchise Limitations:

The Vendor shall have an exclusive franchise for providing the public outdoor tennis program at Bellevue State Park described hereafter. The Division shall not take any action to interfere with the rights granted hereunder so long as the Vendor shall faithfully conform to all the provisions herein.

O. Marketing and Promotion Plans; Signs and Advertising:

1. The Vendor is encouraged to work with the Division of Parks and Recreation on a marketing and promotion plan for each calendar year. The agreed upon marketing plan may contain promotional activities at or in connection with Delaware State Parks annual promotional activities or with individual state parks or facilities. Copies of the publications promoting tennis at Bellevue State Park shall be made available to the Park Management for distribution.
2. The Vendor agrees not to use signs or any other means of soliciting business without the approval of the Division and agrees not to advertise any contract between the State and Vendor in any manner or form on or about premises contracted to it, or elsewhere, or in any newspaper or otherwise, without such prior approval. Any printed advertising shall include the correct name and

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

location of the operation (e.g. Bellevue State Park).

3. The Division, through their authorized agents, reserves the right to prohibit the erection, display or use of signs which are not in keeping with the park area. Permission must be granted by the Division or their authorized agents prior to the erection, display or use of signs. The Division also reserves the right to designate the type, size, wording, color and number of signs requested by the Vendor.
4. Any signs authorized by the Division for specific outdoor tennis program events shall become the property of the Division, if not removed by the Vendor after reasonable notice from and at the direction of the Division.
5. It is mutually agreed by the Vendor and the Division that no permanent or temporary advertising, signage, or trademark visibility for the Vendor's public outdoor tennis program and any packaged products will be displayed or permitted anywhere in Bellevue State Park without prior written approval from the Division, except that it is agreed that the Vendor shall be permitted to include its trademark and brand names on its equipment (e.g. tennis balls, tennis rackets, etc.).
6. Vendor may offer outdoor tennis activities without charge to state park visitors for promotional purposes, with the Division's prior approval and the cost of these free services to park visitors shall be included in Vendor's annual financial statement.

P. Payment Credit Card Industry (PCI) Requirements:

The Vendor agrees that it is their responsibility to become PCI compliant and maintain compliance. For more information related to PCI Security Standards, the following link is provided: https://www.pcisecuritystandards.org/security_standards/index.php

Q. Quality and Pricing:

1. Vendor warrants that all products and services offered by it to the public shall be of the highest quality and consistent with quality specifications provided herein.
2. Vendor shall have the right and privilege to charge prices and rates as are reasonable and fair. All price changes shall be subject to the prior written approval of the Division.
3. Vendor shall submit a detailed price list to the Division prior to each tennis season, with a schedule of products and services to be offered and the prices to be charged for each product or service. Vendor agrees to offer only such products and services at such prices as have been approved by the Division. In approving rates, primary consideration will be given to the prices charged for similar classes of products and services furnished outside the areas administered by the Division under similar conditions.
4. If, in the sole discretion of the Division, any products or services offered by the Vendor are inconsistent with the image or reputation of the Division or the State of Delaware, or are otherwise deemed unsuitable for sale on the contracted premises, the Division shall request the Vendor cease selling such products or services and the Vendor shall cease doing so immediately upon receipt of such written request from the Division.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

R. Vendor Responsibilities:

Vendor will be granted the right to provide a public outdoor tennis program at Bellevue State Park that is approved by the Division. Vendor's responsibilities under a Contract with the Division shall include the following:

1. Vendor will be required to furnish all necessary tennis equipment, outdoor furnishings and tennis-related supplies to maintain the outdoor tennis facility, if such equipment, furnishings and supplies are not provided by the Division at the tennis center, for the preparation, display and storage of retail merchandise sales items in order to provide the specified operation services.

Notwithstanding the foregoing, Vendor shall, at its own expense, provide its own tools, equipment, machinery, supplies, or any other materials required to manage and operate the tennis center.

2. Vendor will store all tennis center supplies, materials and equipment in the tennis center garage and/or pro-shop. The Division will provide additional exterior storage for Vendor on the right side of the fenced-in garage next to the tennis center, provided however, that Vendor maintains this storage area in an aesthetic manner and in accordance with the park regulations. No other park buildings or access will be granted to Vendor for storage or use.
3. Vendor agrees to abide by the Division of Delaware Parks and Recreation's vehicular rules and regulations, (as provided on the state's official website: www.destateparks.com/rules), including but not limited to the following:

a. Vehicles (including golf carts, mopeds, all-terrain vehicles, etc.):

1. Vehicles will only be permitted on approved roads within Bellevue State Park or areas specifically designated by the Division for such purpose.
2. Vehicles are not allowed on paved pedestrian trails/paths.
3. Vehicles are not permitted to cut across lawns or gardens.
4. No vehicles will be permitted on the paved walkway in front of the tennis center garage or storage area.

b. Parking:

1. Vendor, their employees, subcontractors and customers shall park their vehicles only in the tennis center designated parking lot.
2. No parking is permitted under the trees or on the lawn.

c. Park Entrance/Gates:

1. Vendor, their employees, subcontractors and customers will only be permitted to access the tennis center through the main entrance/gate off Carr Road.
2. The Bellevue Hall entrance/gate is only accessible for programming and facility staff.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

4. Vendor shall provide a one-year tennis membership and a recreational program that includes the following listed activities in order to accommodate a broad variety of tennis interest, in addition to providing maximum service to the general public:
 - a. Recreational Tennis: open public court time available on a first-come, first-serve basis by advanced reservation for the tennis courts.
 - b. Summer tennis pass program providing use of outdoor facilities offering unlimited couples and family passes and limited passes for juniors, early birds, women's, men's and couples inter club tennis.
 - c. Clinics and Instructional Tennis: in both private and group lessons, for all age groups and levels of skill to meet public demand and interest, (e.g. youth programs).
 - d. Special activities and events may be scheduled to generate interest in the program including tournaments, round robins and tennis ladders, group tennis picnics, bus trips, etc.
 - e. Vendor will provide the Park Superintendent with a weekly schedule of all planned special activities and events held at the tennis center. Schedule shall be submitted no later than Tuesday, 12:00 p.m. every week.
 - f. Any changes to the weekly scheduled special activities or events shall be promptly (within 24 hours) communicated to the Park office Superintendent and Administrative Specialist.
 - g. Other tennis activities, including the use of Division-managed tennis courts in the Wilmington area, at the recommendation of Vendor and at the sole discretion of the Division.
5. Vendor must furnish a cash register with accumulating daily totals to record all customer sales and receipts collected to complete the Usage Reports (Attachment 8 and Attachment 9).
6. All of the Vendor-owned equipment or any permanently installed fixtures used in the operation shall be subject to approval by the Division, the Division of Public Health and the State Fire Marshal, if applicable, as to their workability, appearance, appropriateness, and compliance with codes.
7. All outdoor furnishings provided by Vendor must be aesthetically designed to fit into a tennis or clubhouse environment (e.g. tables, chairs, umbrellas, etc).
8. **Vendor shall be responsible for providing the following services:**
 - a. Vendor, their employees and volunteers shall wear staff clothing that identifies them as the public outdoor tennis operation vendor.
 - b. Vendor shall provide daily cleaning and janitorial service of the tennis court area, and other building space assigned to Vendor.
 - c. Vendor shall repair and maintain all equipment owned by Vendor and notify Division when any Division-owned equipment requires maintenance or repairs. In addition, Vendor is responsible for other interior building (e.g. Pro Shop and storage area) housekeeping and maintenance, including but not limited to, painting and redecorating as needed.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

- d. Paint colors are subject to the Division's prior written approval.
- e. Vendor is responsible, at their expense, for providing ice and/or an ice machine for its employees, subcontractors, volunteers and customer's use.
- f. Vendor is responsible, at their expense, for the repairs and maintenance of interior building fixtures and utilities (e.g. door locks, light bulbs, water faucets, clogged sinks or toilets, etc.).
- g. Vendor is responsible, at their expense, for repairs and maintenance of exterior tennis center, including but not limited to:
 - 1. Tennis court nets
 - 2. Court lines (installation and maintenance)
 - 3. Daily watering of the clay court
 - 4. Brushing and maintenance of the court surface
 - 5. Repairs and replacement of the sprinkler heads (including any area of the sprinkler assembly) used on the tennis courts
- h. Vendor is responsible for maintaining the landscaping surrounding the tennis court and tennis facilities to the Division's standards.
- i. Vendor is responsible for payment of water usage, specifically, water consumption for sprinkling/watering the clay tennis courts. The Division will mail an invoice to Vendor for the total amount due for monthly water consumption. Vendor shall promptly pay the Division for the water consumption within fifteen (15) days from invoice date. Failure to remit timely payment for the water consumption will result in additional expense to Vendor, in accordance with the State of Delaware's procurement policies, and may result in Contract termination as described herein.
- j. Vendor is responsible, at their expense, for labor, routine repairs and annual resurfacing to the clay courts with Har Tru material.
- k. Vendor shall provide maintenance of the tennis center area, including cleaning of tables and chairs, removal of all debris to ensure chairs are accessible for handicap visitors, in compliance with Americans with Disabilities Act (ADA) laws and legislation.
- l. Vendor and its employees shall at all times generate and maintain an inviting atmosphere inside and outside the tennis center for visitors of the Park. Any significant visitor complaints may be considered performance deficiencies under this Contract.
- m. Vendor must publically display in a conspicuous place at the tennis center a neat and legible sign listing hours of operation, rates, prices and charges for all products and services.
- n. Vendor shall be responsible for providing quality tennis products and services at a reasonable price, in addition to providing excellent customer service to Park visitors.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

- o. Vendor shall be responsible in employing only competent, mature and orderly employees and ensure their employees shall keep themselves neat and clean and be courteous to all visitors and patrons of the Park. Further, Vendor and its employees will not use improper language, behave in a boisterous manner nor engage in any unlawful or unbecoming conduct during the course of their employment by the Vendor. Any significant visitor complaints may be considered performance deficiencies under this Contract.
- p. Vendor shall be fully responsible for its subcontractors and its agents during the term of this Contract.
- q. For any instance of inappropriate customer behavior the Vendor cannot manage effectively, the Vendor shall immediately report behavior to Park Enforcement.
- r. At the end of the Contract term or at the request of the Division, Vendor shall ensure that all facilities and equipment provided by the Division are returned to the Division in good order, reasonable wear and tear expected. Failure to return such facilities to its natural state or return equipment to the Division at the end of the Contract term may result in the Division billing Vendor, as applicable.
- s. Upon expiration of the Contract period, Vendor shall remove all equipment and inventory furnished by Vendor, provided all fees have been paid. Any equipment, inventory and/or personal property left on the premises beyond sixty (60) days from the expiration of the Contract shall become the property of the Division.

9. Modifications to Park Facilities:

Vendor may make alterations, modifications, additions or improvements to the contracted premises and tennis center facilities with prior Division approval of the design, development, timeline and approved plans. **No work shall commence until Vendor receives the Division's approval and consent in writing. All costs for any approved alterations, modifications, additions, or improvements shall be the responsibility of the Vendor, unless the Division consents to share a portion of said costs or provide necessary materials and/or labor.** Vendor shall submit a proposed layout of the operation and a description of any alterations or modifications which are contemplated to set up the operation. Vendor is responsible for obtaining any work permits, at Vendor's expense, and will coordinate any subcontractor access to the Park with the Park Management.

10. Damage to Park Facilities:

In the event State property or facilities are damaged in any way whatsoever by reason of any act or omission of Vendor or its employees, Vendor shall repair at its own cost and expense the facility or property so damaged. Upon the failure of Vendor to make such repairs within five (5) working days or a reasonable time period agreed upon by the Division and Vendor, the Division will repair such damage at the cost and expense of Vendor and deliver a detailed invoice to Vendor which will be due and payable within thirty (30) days of the date of the invoice.

11. Waiver of Damages:

Vendor waives any and all claims for compensation of any loss or damage sustained by the Vendor resulting from fire, water, natural disaster (e.g hurricane, tornado, etc.) civil commotion or riots.

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

S. Division Responsibilities:

1. The Division shall establish a procedure to enable special tennis events or tournament participants to enter the park, subject to the payment of a rate determined by the Division. Said event shall be presented to the Division by the Vendor within thirty (30) days prior to each event.
2. The Division reserves the right to enlarge, close and/or reduce the size of any area for the purposes of improvement, repair, construction or any other legitimate purpose. It is understood that any of the above actions shall not entitle Vendor to any reduction or suspension of the Contract or fees unless otherwise approved by the Division.
3. The Division shall be responsible for the major utility and structural repairs and exterior maintenance of the Park concession facilities. In the event of an immediate repair need or request from the Vendor, the Division shall be the sole determining authority of prioritizing, scheduling and repair. Division shall bill Vendor for the monthly electrical and water use charges used in the performance of the operation services.
4. The Division may perform maintenance tasks which are the responsibility of the Vendor for which the Division shall charge the Vendor a fee based upon actual costs for labor and materials. Requests for said maintenance tasks shall be submitted in writing by the Vendor and approved by the Division prior to commencement of work.
5. The Division shall provide a fenced-in section of the garage near the tennis center for Vendor's tennis operation that is designated by Park Management for storage of pallets of clay. Usage of the storage area is on a conditional basis and Vendor may only gain access by arranging with a member of Park Management.
6. The Division shall provide the following services:
 - a. Weed control, trimming of bushes and leaf removal around all buildings
 - b. Grass mowing adjacent to the tennis courts and buildings
 - c. Tree and shrub care
 - d. Repair and /or replace tennis court fencing
 - e. Repairs to plumbing at the tennis courts and in the buildings
 - f. Gutter cleaning as needed
 - g. Window cleaning and window replacements as needed
 - h. Roof repairs
 - i. Major utility and structural repairs and exterior maintenance to buildings and facilities including capital improvements, extensive renovations and exterior painting

STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

- j. Cleaning and janitorial services for the public restrooms located in the Cabana building outside the office/Pro shop
- 7. The Division shall provide the following equipment, facilities and services to Vendor as part of the Public Outdoor Tennis Operation:
 - a. Clay Court
 - b. Court Exterior Fencing
 - c. Clubhouse / Pro Shop Facility
 - d. Table
 - e. Shower Facilities
 - f. Public Rest room
 - g. Storage space outside the garage and inside the Pro Shop

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STATE OF DELAWARE
Department of Natural Resources and Environmental Control
Division of Parks and Recreation

APPENDIX B

Pricing Spreadsheet

Refer to the Pricing Spreadsheet included in this RFP posting available at <http://bids.delaware.gov/>.